

Terms of Reference (TOR)

Position Title: Front Desk Assistant/Officer

Institution: Model Institute of Technology (MIT), Kamaladi, Kathmandu

Required Number: 2

Job Type: Full Time

1. Preferred Discipline Areas of Specialization:

The Front Desk Assistant/Officer to ensure efficient front desk operations through reception management, communication support, visitor assistance, student follow-up, and administrative coordination. The role focuses on maintaining a professional and welcoming environment while supporting smooth institutional operations and quality stakeholder service.

2. Required Qualifications:

Education:

Minimum qualification: A Bachelor's degree in management or related field.

3. Experience & Skills:

- Minimum **1 years for Assistant level & 2-3 years for Officer level** in a similar role, preferably in an educational or corporate environment.
- Strong communication, customer service, and interpersonal skills, with the ability to manage multiple tasks, maintain records, use MS Office applications effectively, and support front desk and administrative operations professionally.

4. Key Responsibilities:

R.1- Reception and Visitor Management:

- Greet and assist students, visitors and staff in a professional manner.
- Direct visitors to the appropriate departments or personnel.
- Maintain an organized, clean and welcoming reception area.

R.2- Communication and Information Support:

- Answer phone calls, emails and in person inquiries promptly.
- Provide accurate information or refer individuals to the appropriate department.
- Assist in distributing institutional notices and messages.

R.3- Student Follow Up and Record Management:

- Conduct daily follow up calls or messages to students who are absent.
- Maintain accurate and updated attendance follow up records.
- Share relevant information with the academic or student affairs team when necessary.

R.4- Administrative and Office Support:

- Manage basic administrative tasks including filing, documentation and data entry.
- Support the scheduling of appointments and meetings.
- Handle incoming and outgoing mail, parcels and documents.

R.5- Customer Service and Coordination:

- Offer courteous and helpful service to all stakeholders.
- Address concerns and forward issues to relevant departments when necessary.
- Maintain confidentiality and follow professional communication standards.

R.6- Event and Program Assistance:

- Support front desk operations during events, seminars and admission related activities.
- Assist visitors, guests and resource persons during institutional programs.

R.7- Internal Coordination:

- Coordinate with admissions, academic departments, and other units to facilitate smooth communication.
- Share necessary updates with relevant teams to ensure efficient workflow.

R.8- Reporting:

- Prepare periodic reports on visitor flow, inquiries and front desk operations.
- Recommend improvements to strengthen communication and reception services.

5. Reporting Line:

The Front Desk Officer reports to the Manager Digital media & Communications. The officer is required to work collaboratively with academic departments, admissions, student affairs, operations and other administrative units.

6. Working Conditions:

- The position is based on campus at MIT, Kamaladi.
- Working hours follow the official schedule of the institution, including support for multiple class shifts.
- Additional hours may be necessary during peak periods, events or admissions activities.
- The officer is expected to represent MIT with professionalism at all times.

7. Employment Terms:

- Employment type and contract duration will follow the policies of MIT.
- The officer must comply with the institutional code of conduct, policies and procedures.
- Regular performance evaluations will be conducted based on assigned responsibilities and service quality.

8. How to Apply:

Interested candidates are requested to submit all required documents as mentioned below. Applications can be submitted in person at the MIT HR Office or via email at: hr@mitnepal.edu.np .no later than 24th June, 2026.

1. Cover letter
2. Completed application form
3. Updated CV
4. Copy of citizenship certificate
5. Copy of latest academic degree

9. Equal Opportunity Statement:

Model Institute of Technology (MIT) is an equal opportunity employer. The institution encourages applications from qualified individuals regardless of gender, ethnicity, religion, caste, disability or

background. All hiring decisions are based on merit, qualifications and institutional needs. For more information about MIT, please visit our website: www.mitnepal.edu.np